

**Bert Zhang** creates systems and experiences that enrich the lives of others, usually by making them smile or think.

[bert.work](http://bert.work) | [linkedin.com/in/bertzhang](https://www.linkedin.com/in/bertzhang)

## EDUCATION

### **Master of Human-Computer Interaction and Design | University of Washington**

August 2017 | Seattle, Washington

- Capstone project: Springboard, a service that builds relationships between immigrant parents and school staff

### **Bachelor of Arts in Music Composition, Music Technology | University of Illinois at Urbana-Champaign**

May 2016 | Champaign-Urbana, Illinois

- Minors in Art+Design, Computer Science, Informatics

## EMPLOYMENT

### **User Experience Intern | John Deere**

May 2016 – August 2016 | Moline, Illinois

- Uncovered user needs via surveys and focus groups
- Evaluated web apps for usability and brand compliance
- Built Sketch UI kit for rapid high-fidelity prototyping

### **Web Designer/Developer | Krannert Art Museum**

October 2015 – May 2016 | Champaign, Illinois

- Developed information architecture for online collections
- Produced high-fidelity prototypes of new website
- Translated print design into digital visual design system

### **Marketing Communications Intern | Wolfram Research**

May 2015 – August 2015 | Champaign, Illinois

- Created content for company social media accounts
- Analyzed and monitored online technology communities

### **Network Technician Coordinator | University of Illinois**

#### **Housing Residential Technology Services**

Aug 2013 – May 2016 | Champaign-Urbana, Illinois

- Supervised, trained, and advised network technicians
- Rebuilt internal department website and public webpages
- Wrote manuals for how to interact with customers
- Troubleshoot user issues via email, phone, and in person

## SPECIALTIES

### **Interaction and service design**

- Design system development
- Information architecture
- Behavioral, spatial, and digital prototypes

### **Design research**

- Contextual inquiry
- Usability testing
- Comfortable creating new methods

### **Game design**

- 20+ physical, tabletop, and digital games
- Games for community building, education

### **Accessibility**

- Can use Apple VoiceOver with eyes shut
- Familiar with W3C standards

### **Miscellaneous**

- Logos and lettering
- Film pre-thru-post-production
- Underscore, jQuery, Gulp
- Java, C++, Scheme
- Chinese, Japanese (elementary)